

ATTORNEY DCKET  
064198.0189  
(LB1035)

PATENT APPLICATION

APPLICATION FOR U.S. PATENT UNDER 37 C.F.R. 1.53(b)  
TRANSMITTAL FORM

**Mail Stop Patent Application**

Honorable Assistant Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing is the patent application of:

**Inventor:** Benjamin A. Knott et al.

**Assignee:** SBC Knowledge Ventures, L.P., Reno, Nevada

**Title:** *User Interface for "How to Use" Application of Automated Self Service Call Center*

Enclosed are:   X   Specification (24 Pages)  
  X   Drawing (3 Sheets Formal)

  X   Signed combined Declaration and Power of Attorney (5 pages)

  X   Information Disclosure Statement (IDS) PTO-1449 (3 pages) with copies of references cited

  X   Certificate of Mailing (1 page)

  X   Return Receipt Postcard

— An Assignment of the invention to **SBC Knowledge Ventures, L.P.** is attached. A cover sheet in compliance with 37 C.F.R. §§ 3.28 and 3.31 is included with the Assignment recordation fee of \$40.00 pursuant to 37 C.F.R. § 1.21(h)

Applicant is Large Entity.

FEE CALCULATION					FEE
	Number		Number Extra	Rate	Basic Fee
					\$770.00
Total Claims	20	-20 =	0	X \$18 =	\$ 0.00
Independent Claims	3	-3 =	0	X \$86 =	\$ 0.00
TOTAL FILING FEE =					\$770.00

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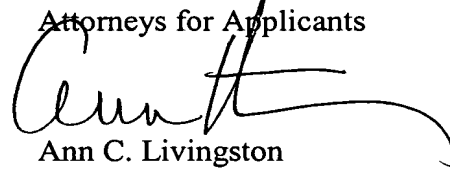
PATENT APPLICATION

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Enclosed is a check in the amount of \$770.00 to satisfy filing fee requirements under 37 C.F.R. § 1.16. Please charge any additional fees or credit any overpayment to Deposit Account No. 50-2148 of BAKER BOTTS L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.  
Attorneys for Applicants



Ann C. Livingston  
Reg. No. 32,479

Date: 4/21/04

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

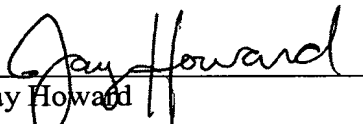
In re Application of: Benjamin A. Knott, et al.  
Filed: April 22, 2004  
Title: *User Interface for "How to Use" Application of  
Automated Self Service Call Center*

Mail Stop Patent Application  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Transmittal, Patent Application, Formal Drawings, Declaration and Power of Attorney, Information Disclosure Statement and PTO-1449 without U.S. references are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on this 22nd day of April, 2004, and is addressed to Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.

  
Jay Howard

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No. EV352393986US  
Attorney Docket:  
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